

What is Quality Assurance?

Frequently Asked Questions

Purpose

This FAQ explains how TASC's Quality Assurance (QA) processes relate to the *Standards for Providers*. It is designed to support teachers and schools by clarifying expectations, processes, and what to expect during QA activities.

Alignment to *Standards for Providers*

QA processes can be associated with all *Standards for Providers* with a focus on continuous improvement.

Commonly asked questions

- **What is QA and why does TASC do this?**

Quality assurance refers to the processes used by TASC to ensure that accredited senior secondary courses are delivered, assessed and reported in accordance with *Standards for Providers*, course documentation and legislative requirements, so that student results are valid, reliable and comparable across all providers.

- **What does it involve?**

There are a range of QA types that TASC undertakes. These are provider audits, desktop audits, workshops, meetings and compliance check-ins. Schools and teachers are required to actively participate.

- **What evidence do schools and teachers need to have?**

Schools must have policies, procedures and practices in place to meet the *Standards for Providers*. Teachers must have records and evidence as outlined in the course document they deliver.

- **What happens if issues are identified?**

TASC will notify the school in writing of the non-compliance issue with requirements and actions to bring them into compliance. TASC will support the school and work with them on an agreed timeline.

- **Is this about compliance or improvement?**

It should be both. TASC needs to ensure consistency in course delivery and assessment, but in doing so finding further opportunities for improvement.

What schools and teachers can expect

Through engagement in a QA process:

- clear communication about scope and purpose of a QA process
- advance notice where appropriate
- use of existing documentation
- professional conversations focused on standards
- written feedback outlining outcomes and next steps.

Where to get more information

The TASC website has further information on:

- Quality Assurance
- QA types
- QA Focus for the Year

Your TLO can contact us through TRACS. This is the preferred way to raise issues with TASC so we have a record of the issue and agreed outcomes with you.

You can email us at:

QualityAssurance@tasc.tas.gov.au